

AMENDMENTS TO THE CLAIMS

Please amend claims 1-12 as follows:

1. (currently amended) A data acquisition, storage and delivery system, comprising a networked computing means comprising on which is provided:
 - [[[-]]] an acquisition agent with access to usage data from a plurality of non-like communications resources;
 - [[[-]]] a storage agent arranged to store communications usage data from the plurality of communications resources; and
 - [[[-]]] a delivery agent arranged to deliver communications usage data to a subscribing management system.
2. (currently amended) A data acquisition, storage and delivery system according to claim 1 in which wherein the communications resources are selected from the group consisting of PBX telephone systems, IP telephony systems, email servers, proxy servers, firewalls, switches, routers, web servers, mobile telephony and other emerging media.
3. (currently amended) A data acquisition, storage and delivery system according to claim 1 or claim 2 in which wherein the usage data is retained for a configurable period of time.
4. (currently amended) A data acquisition, storage and delivery system according to claim 1 or claim 2 in which wherein the usage data is retained up to a configurable data file size.
5. (currently amended) A data acquisition, storage and delivery system according to any one of the preceding claims in which claim 1 wherein the usage data is retained when the communications link fails.
6. (currently amended) A data acquisition, storage and delivery system according to any one of claims 1 to 4 in which claim 1 wherein the usage data is delivered immediately to the subscribing management systems.

7. (currently amended) A data acquisition, storage and delivery system according to any one of claims 1 to 4 in which claim 1 wherein the usage data is polled by the subscribing management systems system.
8. (currently amended) A data acquisition, storage and delivery system according to any one of claims 1 to 4 in which claim 1 wherein the usage data is pushed to the subscribing management systems system when a threshold is reached.
9. (currently amended) A data acquisition, storage and delivery system according to any one of the preceding claims in which claim 1 wherein the usage data includes at least one of log files, databases, real-time status information, and/or and alarms.
10. (currently amended) A data acquisition, storage and delivery system according to any one of the preceding claims including claim 1 wherein an at least semi-permanent data link from the network to a further communications resource.
11. (currently amended) A communications management system according to claim 10 in which wherein the at least semi-permanent data link is the Internet.
12. (currently amended) A communications management system according to claim 10 in which wherein the at least semi-permanent data link is a dial-up connection.